Disability management program in domestic service supporting unit
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Keywords:
disability
supporting service
injury on duty
work safety
occupational safety and health

Introduction
Domestic supporting staff has been identified as one of the high risk groups for injury due to its physical work demand nature. In TPH, there was an increasing trend of injury on duty (IOD) number and sick leave (SL) days in Domestic Service Support Unit (DSSU) from 2010 to 2012. Thus, the hospital Occupational Safety and Health (OSH) committee, cluster Occupational Medicine Care Service (OMCS) and DSSU jointly set up a working group to tackle the issue.

Objectives
1. To identify any hazards that may contribute to the injury. 2. To reinforce staff on proper manual handling operation (MHO). 3. To provide assistive equipment and training to enhance safer MHO.

Methodology
A working group consisted of doctor and case manager from OMCS, hospital OSH coordinator and officer, DSSU manager was set up in February 2013. Different IOD cases were discussed and possible injury mechanisms were identified. Two ward visits for work process observation, such as cleansing and curtain changing tasks, risk identification and staff interview were performed in October 2013 and February 2014. Possible improvement plans to reduce MHO and work accommodation strategy were discussed in March 2014. Besides, classroom training on MHO and usage of new ladder trolley were provided to enhance staff safety awareness.
Result
The OSH team found that excessive MHO performed by staff could be minimized, for example, one staff carried 2 ladders while the other carried a heavy linen bag. Both walked for a long distance. Thus, the OSH team designed an ergonomic ladder trolley which could accommodate 2 ladders and heavy linen bag. Ultimately, the staff could perform the same task with lower risk. The ladder trolley usage survey showed that 93% of the staff satisfied with the design of the trolley and all of them agreed continue to use. 83% of them agreed the trolley could help to reduce lifting and carrying tasks. Besides, OMCS team designed a work accommodation checklist to facilitate the injured staff timely return to work. After implementing the program, there was a drop in average IOD sick leave days. Both supervisor and domestic staff welcomed the change of practice. It is concluded that the Disability management program successfully heightens the safety awareness of the DSSU staff.